

# CRITICAL THINKING AND CREATIVE PROBLEM SOLVING



International School  
*Of* Management

— UNLOCKING KNOWLEDGE —

# INTRODUCTION



*Thinking* – or reasoning – involves objectively connecting present beliefs with evidence in order to believe something else but *Critical Thinking* is a deliberate meta-cognitive (thinking about the thinking) and cognitive (thinking) act whereby a person reflects on the quality of the reasoning process simultaneously while reasoning to a conclusion. The thinker has two equally important goals: coming to a solution and improving the way she or he reasons to arrive at the best conclusion.

Therefore, successful business organizations recognize that critical thinking and creative solutions significantly enhance employees' leadership capabilities, business results and business potential. In this course, you will develop your skills as a critical thinker and problem solver and recognize and leverage your thinking preferences, as well as those on your team, to find different solutions to everyday problems.

# LEARNING OBJECTIVES

By the end of this course, students would have learnt and imbibed ways of;

- Making better decisions through critical thinking and creative problem solving
- Developing their own personal creativity approach to handling problems
- Selecting the best decision from other competing alternatives given specific situations
- Apply processes to assess work issues and problems
- Transform your creativity into practical business solutions
- Creating the ability to support claims with relevant and credible evidence.
- Responding to bias; being firm and fair
- Applying accurate and logical analysis to achieve desired outcome.

## COURSE OUTLINE

- Profiling personal thinking style and the styles of others
- Stimulating creativity through reflection exercises
- Analyzing left- and right-brain characteristics
- Assessing a situation to determine if it is a problem or a decision
- Applying logical methodologies for solving some everyday problems

### Critical Thinking and Creative Problem Solving Essentials

- Recognizing business reasons for creative problem solving in the workplace
- Defining creativity vs. innovation
- Exploring the thinking process
- Pinpointing problems and their outcomes

- Applying outcome-based thinking

### Leveraging Personal Thinking Styles

#### Analyzing personal preferences

- Dominance drives behavior
- Identifying personal natural brain dominance
- Triune Brain Theory

#### Assessing your preferred approach to thinking

- Enhancing whole-brain thinking
- Leveraging left- and right-brain dominance
- Recognizing strengths and opportunities

#### Identifying thinking preferences

- Recognizing others' preferred thinking styles
- Adapting to others' thinking styles
- Flexing to opposing styles

# COURSE OUTLINE CONT'D

## Unleashing Your Creativity

### The creative environment

- Exploring own creativity
- Utilizing tools and techniques to become more creative
- Identifying elements that stimulate creativity
- Eliminating barriers to innovation

### Group creative thinking

- Brainstorming options
- Challenging assumptions
- Five Monkeys Syndrome
- Avoiding group-think

### The iterative mind

- Unscrambling the iterative mind
- Moving between the left and right brain
- Valuing non-dominant preferences
- Stretching outside your personal style
- Deploying divergent and convergent thinking

## Solving Problems Using Analysis and Prioritization Tools

### Applying analysis models

- Dissecting the situation
- Decision analysis
- Setting priorities for taking action
- Evaluating problems (people, process and technology)

### Systematic approaches to problem solving

- Methods of analysis
- Collecting data and information
- Defining boundaries and constraints

- De-constructing problems using stair-step techniques

### Decision analysis

- Choosing among alternatives
- Establishing objectives
- Assigning weight to objectives in order to make the best decision
- Creating a satisfaction scale to choose between alternatives

## Translating Creativity and Analysis into Practical Application

### Identifying problems

- Determining the deviation and gap
- Testing probable causes

### Avoiding analysis paralysis

- Overcoming the "It won't work here" mentality
- Analyzing for outcomes, not solutions

### Deploying your decision

- Clearly expressing analysis results
- Ensuring organizational benefit
- Guaranteeing maximum buy-in

## Putting It All Together

### Integrating your solution into the business

- Constructing a blueprint for your action plan
- Reinforcing your newly developed creative thinking skills

### Your personal development toolkit

- Educating others with creative tools
- Practicing creative and critical thinking skills continuously

# REGISTRATION & ENQUIRIES

**Duration :** 3 days

**Registration :** N10, 000 (non-refundable)

**Tuition :** N200, 000

**FOR FURTHER ENQUIRIES, PLEASE CONTACT:**

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